

WS. 03478A.08.0454



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      74894

Date: 1/26/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Dale      Belcher

Account Name: Dale Belcher

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Yuma

CBR: [REDACTED]

State: AZ      Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/26

I feel this increase is an unfair and excessive request. The first step would exceed my electrical power bill not to mention the third step. When a farmer or business needs to expand or update their operation, where do they turn?

With Far West, being a monopoly, a customer has no way to stay within their budget. For retired persons with no way to increase our bottom line or revenues, it's a hard pill to swallow.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/26

Acknowled receipt of comments and advised I would Docket them to become part of the case and that Commissioners would have the opportunity to view before a decision is rendered.

\*End of Comments\*

Date Completed: 1/26/2009

Opinion No. 2009 - 74894

05:11 A 12 JAN 27 2009

RECEIVED

Arizona Corporation Commission

DOCKETED

JAN 27 2009

DOCKETED BY

[Signature]

WS. 03478A. 08. 0454

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** (602) 542-0622

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      74897

**Date:** 1/26/2009

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**Complaint By:**      **First:**      **Last:**  
Murray      Larson

**Account Name:**      Murray Larson

**Home:** [REDACTED]

**Street:**      [REDACTED]

**Work:**

**City:**      Yuma

**CBR:**

**State:**      AZ      Zip: 85367

**is:**

**Utility Company.**      Far West Water & Sewer, Inc.

**Division:**      Water

**Contact Name:**      [REDACTED]

**Contact Phone:**      [REDACTED]

**Nature of Complaint:**

1/26

How can anyone justify a 241% raise in sewer rates. Has the company made many costly blunders in development, and is passing these mistakes on to us? For some years now they have been charging winter visitors 12 months service even though none of us are here for more than 6 months. In my case (and in thousands of other cases) the new rates would amount to \$891.84 per year( \$148.64 per month for the months that I use the service)

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/26

Acknowled receipt of comments and advised I would Docket them to become part of the case and that Commissioners would have the opportunity to view before a decision is rendered.

\*End of Comments\*

**Date Completed:** 1/26/2009

**Opinion No.**      2009 - 74897

WS. 03478A 08. 0454

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 74888**

**Date:** 1/26/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Jon **Last:** Flint

**Account Name:** Jon Flint

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Yuma

**CBR:**

**State:** AZ **Zip:** 85367

**is:**

**Utility Company:** Far West Water & Sewer, Inc.

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

1/26

My property address which is affected is [REDACTED] I am opposed to the radical rate increase that Far West is proposing. Ostensibly it is for the purpose of improving needed systems and not for the paying of legal fees on a previous violation. However, if these fees had not been required, they may well have had enough money to complete the necessary systems. I don't feel that I and others should be held accountable to reimburse them for such things. As a private utility, this should be totally paid by them.

Address on complaint information reads [REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/26

Called customer to acknowledge receipt of comments and advised I would Docket them to become part of the case and that Commissioners would have the opportunity to view before a decision is rendered.

\*End of Comments\*

**Date Completed:** 1/26/2009

**Opinion No. 2009 - 74888**

W/S. 03478A-08.0454

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 74909

**Date:** 1/26/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Steve

Vakula

**Account Name:** Steve Vakula

**Home:** [REDACTED]

**Street:** n/a

**Work:**

**City:** n/a

**CBR:**

**State:** AZ Zip: n/a

**is:**

**Utility Company:** Far West Water & Sewer, Inc.

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

1/26

Customer left message that he does not believe there should be a 200% increase in order to pay for poor workmanship and bad planning by the company. The people that built the system incorrectly should not rebuild at the expense of those using the system.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/26

Acknowledged receipt of comments and opinion with the customer and advised that they would be made a part of the case and that Commissioners would have the opportunity to view them before a decision is rendered.

\*End of Comments\*

**Date Completed:** 1/26/2009

**Opinion No.** 2009 - 74909

WS 03478A-08-0454

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      74854

**Date:** 1/23/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Vurel      **Last:** Cloninger

**Account Name:** Vurel Cloninger

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Yuma

**CBR:**

**State:** AZ      **Zip:** 85367

**is:**

**Utility Company:** Far West Water & Sewer, Inc.

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Received the following correspondence:

Vurel Cloninger

[REDACTED]  
Yuma, AZ 85367

To: Docket No. WS 03478A-08-0454  
Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, AZ 85007

To whom it may concern:

The rate increase asked for by Far West Water and Sewer Co. is just absolutely ridiculous. I have never in my life heard of a proposed rate increase like this. In these times of recession this would be the straw that breaks the camels back.

US snow birds that come to Yuma for 3 to 6 months are already bogged down with expenses and I own a house in Yuma and leave the water on when we are gone in the summer for an underground watering system for our trees and catus & plants and at present rate if cost a small fortune to do that.

I have never seen a utility ask for such an extremely large rate increase. Our Flest Co. is going for a 2% increase which is reasonable. There are already people having their homes repossessed and property values have dropped tremendously and etc. I can't even imagine what this kind of increase would be so bad but definitely not 150 to 200%

Vurel Cloninger

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Complaint\*

### Utilities' Response:

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\*End of Response\*

### Investigator's Comments and Disposition:

I called customer @ 4:26 p.m. and left him a voice mail message that the Arizona Corporation Commission is in receipt of this correspondence. I told him that his Opinion would be docketed so that the Commissioners would have an opportunity to read his opinion prior to rendering their decision. FILE CLOSED.

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I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed toward Far West Water and Sewer, Inc. Docket No. SW-03478A-08-0454.

\*End of Comments\*

Date Completed: 1/23/2009

Opinion No. 2009 - 74854

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